

What are PRT'S TELLO BUS hours?

Mon-Fri

6:30 a.m. - 6:30 p.m.

*(Regular Non Premium Service for
Qualified disabled)*

Saturday

10:00 a.m. - 5:30 p.m

No Sunday Service

*(Except by special arrangement for
Qualified disabled)*



What if my plans change?

*If you need to cancel just give us
a call at 232-0111 and we will
take care of it. If you have an
emergency, PRT will try to
accommodate you within two
hours of your call.*

*If you have any other questions
please give PRT a call at
232-0111
TTY 232-5071
or visit PRT at
215 West Bonneville
Pocatello, Idaho*

*You may also visit our website at
www.pocatellotransit.com*

*PRT'S TELLO BUS
carries more than
40,000 plus people;
at least 4,000 of
these were
wheelchair
passengers.*

*Give us a call and we will get you
where you need to go.*

*This brochure brought to you by
Pocatello Regional Transit. Funded
by the PRT & the
Federal Transit Administration.
This information is available in
accessible format, and in Spanish
upon request.*



POCATELLO REGIONAL TRANSIT
215 W. BONNEVILLE
POCATELLO, IDAHO

232-0111

WWW.POCATELLOTRANSIT.COM



**HOW TO RIDE
TELLO BUS
PRT'S
DEMAND RESPONSIVE
SERVICE
IN
POCATELLO &
CHUBBUCK!**



**A GUIDE TO TELLO BUS
POCATELLO REGIONAL TRANSIT'S
COMPARABLE PARATRANSIT AND
PARATRANSIT DOOR-TO-DOOR
SERVICES**

What is TELLO BUS?

TELLO BUS is our historical name for door-to-door or demand service in Pocatello/Chubbuck. It is also sometimes called comparable paratransit or paratransit. TELLO BUS provides this service for ADA qualified disabled persons who can't use the fixed route system, and for senior citizens. PRT offers comprehensive Paratransit service equal to any other in the State of Idaho.

How can I qualify for TELLO BUS Comparable Paratransit?

Persons with disabilities can apply for Comparable Paratransit by filling out a simple form. For ADA certification just call PRT at 232-0111 or write us at P.O. Box 4169, Pocatello, ID 83205. Your answers will be held in strict confidence and will determine your eligibility for TELLO BUS.

How can I qualify for TELLO BUS Paratransit for Seniors?

All seniors 60 and over qualify for TELLO BUS Paratransit.

After you're qualified to ride the TELLO BUS, we need to talk about how you get where you need to go!

Follow these simple steps to get TELLO BUS Service to your door:

- 1 Plan to make your trip reservation the previous day.
- 2 Decide where you want to go in Pocatello & Chubbuck. This means *anywhere* in Pocatello & Chubbuck (ask about Rural if you need to go outside those cities and ask about the geographical limits of ADA Comparable Paratransit Service.)
- 3 Keep in mind what time you need to be at your destination and if possible a time you want to return. PRT does offer a will-call return if you just cannot provide a return time (this is considered same day service.)
- 4 Call PRT at 232-0111 until closing hours for ADA riders, or 8:00 am to 3:00 pm Monday-Friday for seniors. If you need same day / evening service, please call before 3:00 pm of that day. ***Sorry, no Sunday service.***
- 5 In case of an emergency trip, TELLO BUS Service will do our best to accommodate you within two hours of your call on the same day.
- 6 Please let us know if you will need additional assistance. We can help you from just inside your front door and down the ramp. We cannot assist with transfers in and out of wheelchairs and we are unable to assist parties with steps.
- 7 ADA riders can be picked up in half hour time frames. ADA riders can leave reservations on our night and holiday answering machine. PRT will take senior's reservation & let you know by hourly time frames when we will pick you up.

8 When the bus arrives at your pickup location, the driver will honk. ***Please be ready for the bus.*** If there is no response in 2 minutes the driver will come to your door. The maximum wait for traditional service is 4 minutes (sometimes in some areas we cannot honk.)

9 PRT follows FTA Title II ADA rules in the provision of its comparable paratransit Access Service for ADA qualified riders.



October 1, 2009 to September 30, 2010

What's the cost one way?

Senior Citizens \$1.80
Suggested Donation - Monday - Friday

Saturday \$1.80 Fare

After 5:00 . . . \$5.00 Fare
(Premium)

Qualified Person
w/ disabilities . . \$1.80 Fare

After 6:45 p.m. \$5.00 Fare
(Premium)

What about Aides, Friends, Assistive Animals?

Yes! Bring them. We will not charge for aides. Friends who accompany you are welcome. We will charge the same fare as the qualified person with a disability.



Are the buses equipped to handle most types of scooters and wheelchairs?

Yes! Our most current lifts meet the new ADAAG (Americans With Disabilities Act Accessibility Guidelines) and most wheelchairs and scooters can be lifted on our buses. In FY2010 we expect to have many low floor ramp buses in TELLO BUS service!

